

PROGRAM PERFORMANCE REPORT

PROGRAM NAME: Re-Employment Services

LOCATION: St Thomas-St. John & St. Croix
United States Virgin Islands

REPORT PERIOD: PROGRAM YEAR 2004 (71/04-9/30/05)

Consistent with the RES PY'04 Program Plan and application, the U.S. Virgin Islands utilized its grant award to provide 'direct' services for those Unemployment Insurance claimants who were profiled and referred for participation in this program.

Customers were provided access to a full range of Core, Intensive and Training Services, through the V.I. Career Network System. These services include, RES program overview and orientation; individual assessment and assistance with job search planning; referral to support and educational enhancement programs/services; job search preparation workshops and direct placement assistance.

ACCOMPLISHMENTS:

A total of three hundred and ninety-eight claimants (398) were referred during from U.I. during this report period. Of this total, three hundred and twenty four (324)...approximately 88% actually enrolled and participated in the RES program and this outcome indicates that we fell slightly short of the original goal of 90% of all customers referred. Other areas of accomplishment are as follows:

Total # of customers reported return to work.....63
Total # Placed/secured other employment.....31
Total # of program participants who exhausted benefits.....N/A*
Cost Savings realized to the U.I. Trust Fund.....N/A

Notwithstanding the statistical indicators for PY'04, an analysis of our overall accomplishments and performance outcomes, revealed several areas of shortcoming which will definitely require improvement during this grant period. They include,

- a) collaboration and coordination efforts with U.I. Program staff;
- b) development of strategies for increasing program outcomes and accomplishments;
- c) streamlining RES services structure/flow; and,
- d) customer monitoring/tracking and follow-up and documentation activity.